



AGENTS VIDEO CONFERENCING PLANNED SERVICE OUTAGE

The SPS is rolling out an improved video conferencing update to its service in conjunction with the Scottish Legal Aid Board and the Scottish Courts and Tribunals Service.

To achieve this we require to disable the service for a single day.

All prisons will therefore not be able to take any virtual Agents' Visits bookings on the following date:

**Monday 6th November
2017**

You do not need to do anything to your device software. The upgrade will be transparent. This notice is to assist you to make alternative arrangements to see your clients on this date.